

WORK-STUDY DIPLOMA IN IT SYSTEM INTEGRATION

MODULE OBJECTIVES

Module 1: IT System & Service Management

On completion of the module, trainees should be able to install and configure operating system and application software on end-user computer devices. They should also be able to deploy and maintain peripherals, as well as troubleshoot hardware and software issues.

Module 2: Network Infrastructure Management

On completion of the module, trainees should be able to set up Local Area Network (LAN) with Internet-Protocol (IP) addresses and network protocols. They should also be able to deploy network devices, as well as manage network services.

Module 3: Enterprise Networking

On completion of the module, trainees should be able to configure advanced routing and switching, set up wide area network (WAN) links, as well as implement network access control. They should also be able to monitor and administer network and troubleshoot network connectivity issues.

Module 4: Enterprise System Administration

On completion of the module, trainees should be able to set up system servers and configure enterprise services. They should also be able to maintain system performance and troubleshoot system problem issues.

Module 5: Cloud Service Management

On completion of the module, trainees should be able to set up and configure virtual infrastructure, as well as configure cloud services. They should also be able to manage cloud resources.

Module 6: Robotic Process Automation

On completion of the module, trainees should be able to perform network and process automation using scripting and automation software.

Module 7: Data Analysis & Visualisation

On completion of this module, trainees should be able to extract and transform data into useful information, as well as create visual elements, to aid in business decision-making. They should also be able to manage projects through collaboration and teamwork.

Module 8: Company Project

On completion of the module, trainees should have applied their acquired competencies in an authentic project that would value-add to the company.

Module 9: On-the-Job Training

On completion of the module, trainees should be able to apply the skills and knowledge acquired at ITE College and workplace to take on the full job scope, including supervisory function where appropriate, at the company.

OJT LIST OF COMPETENCIES

Course Title: IT System Integration

Level: Work-Study Diploma

S/N	LIST OF COMPETENCIES (STANDARD)
	Manage IT End-User Computing (EUC) system and service
1	Deploy IT EUC system
2	Service IT EUC system
3	Resolve IT EUC system issues
	Manage network infrastructure
4	Design network infrastructure
5	Deploy network infrastructure
6	Manage network services
	Maintain enterprise network
7	Deploy enterprise network
8	Optimise enterprise network
9	Resolve network issues
	Maintain enterprise system
10	Set up server infrastructure
11	Configure enterprise services
12	Provide server infrastructure support
	Manage cloud platform
13	Set up virtual infrastructure
14	Configure cloud services
15	Manage cloud services
	Deploy robotic process automation (RPA)
16	Create web service client
17	Automate infrastructure operation
18	Perform process automation
	Perform data analysis and visualisation
19	Perform data processing
20	Perform data visualisation
21	Perform data analysis